

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

For Commission Use Only:

Case: 05-0295

ORIGINAL

Regarding a complaint by (Person making the complaint):

OMAR DALLoul

Against (Utility name):

COM-Ed ILLINOIS

As to (Reason for complaint)

OVER CHARGES

in LAKE VILLA Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

6449 N. RIDGE PL LONGGROVE IL 60047

The service address that I am complaining about is

37809 N. ROUTE 59 LAKE VILLA IL 60046

My home telephone is

[847] 970 7585

Fax 847 855 8583

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[224] 715 1677

(Full name of utility company)

COM ED ILLINOIS

(respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

PLEASE SEE SEPERAT PAPER. ATTACHED.

Please clearly state what you want the Commission to do in this case:

REVIEW HOW COMED BILL THE SERVICE.  
AND HOW THEY BILL LARGE AMOUNT FOR NON EXISTING SERVICE.

Date: 04/20/05  
(Month, day, year)

Complainant's Signature [Signature]

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

A notary public must witness the completion of this part of the form.

I, OMAR DALLOUL, first being duly sworn, say that I have read the above petition and that it says.  
The contents of this petition are true to the best of my knowledge.

(Signature) [Signature]



Subscribed and sworn/affirmed to before me on (month, day, year) 4/22/05

[Signature]  
Notary Public, Illinois

**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

We found ourselves pushed by Com Ed to fill this complaint after more than ten month of hopeless discussion started with quite multiple calls to Com Ed people without any body able to answer our question, then through consumer report agent who was unable to help us through multiple discussion of this agent with Com Ed lasting for few months.

We acquired a vacant building in Sept 2003, located in lake villa Illinois, with surface area of 7200 SF. up till mid Feb 2004 there was no reading of the electric meter ( the meters were located inside the building ), then we received un fair bill from Com ED . The heat was kept at 55 Degree to prevent freezing, and there was no any activities in the building all, when we called Com Ed they kept throwing us from agent to agent without anybody can explain the bill!

Now the worst is to come, March 15<sup>th</sup> a big flood filled the basement 20x30 F, and the water filled about 10 feet height damaging all mechanical services to the building including the electrical center.

The electrical services needed to be disconnected, to manage the flood. The damages of the electrical center estimated to dangerous, and completely damaged and needs to be replaced, after the flood water was managed a temporary line was established for the sump pump to prevent any further flood. But Com Ed still bills large bills every month? They were called and discuss the situation with them, again they still doing same billing which seems automatic bill without any usages, till the bill reaches more than eleven thousands dollar.

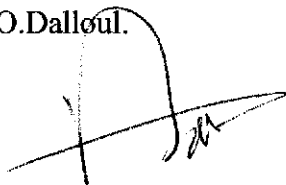
Again we called consumer report who gave us another Com Ed agent name and phone to call? we call that agent right away , ( we send the insurances copy of the claim and the estimate for the system replacement and the name of the electrician to confirm that the whole system was down ) , that agent advice us to pay half of the bill promising us to take care of the problem and call us back , two weeks lapsed there was no call , so we call that agent again who answer us YOU HAVE TO PAY THE REST OF THE BILL AND I CAN NOT GIVE ANY ANSWER TO THIS BILLS ,WITHOUT EXPLANING WHY .

We felt that we were deceived again by that careless agent, and we felt pushed to stop payment of that check, and we called him again asking to resolve the problem friendly, but we were giving negative answer.

We have multiples photos to confirm the damage and there was no electrical service to that building from March 15 2004 up till installing the new center around Dec 2004.

Thank you.

O.Dalloul.

A handwritten signature in black ink, appearing to be 'O. Dalloul', with a large, sweeping flourish extending from the end of the name.